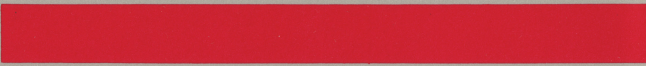




# Your Guide To Apple Service And Support





Apple's leadership in the world of personal computers is based on offering the finest products on the market; they are well designed and carefully made. We know from the experience of almost half a million in use that your Apple will give you good performance.

To help you maximize the performance you'll get from your system, Apple has established a worldwide network of full-support dealers. Your local full-support dealer has a complete package of services to offer you. Each is an Authorized Service Center with technicians who have undergone specialized training. The center is equipped with the latest diagnostic programs and an inventory of replacement parts sufficient to give you same day (often "while you wait") service.

If you need answers to technical questions or information about product updates, your full-support dealer will be able to help you. Apple's Technical Support organization backs each dealership to assure prompt, reliable assistance.

## **SERVICE.**

If service is required, we recommend that you take the system (or Apple product) to the dealer from whom it was purchased. If you have moved, take it to an Authorized Service Center in your new location. There are over 2100 Authorized Service Centers throughout the world. For the location nearest you, telephone (800) 538-9696. In California, telephone (800) 662-9238. or write: Apple Computer, Inc., Attn: Service Manager, 20525 Mariani Avenue, Cupertino, CA 95014.

During the initial warranty period, your dealer will repair or replace, at no charge, any Apple-manufactured product that proves to be defective. Apple also offers AppleCare, a Carry-in Service Agreement, which will keep this same protection in force for an additional year. This coverage is available through your full-support dealer. (See the back panel of this brochure for more detail.)



## TECHNICAL QUESTIONS.

We recommend that you become thoroughly familiar with your manuals, then if you still have questions call on your dealer for assistance.

If you have a question that your dealer is unable to answer, request that the question be referred to Apple Technical Support. We provide your dealer with *Technical Notes*, answering commonly asked questions, and access to technical support specialists via the telephone.

## UPDATES AND UPGRADES.

Your dealer has the latest information on new hardware and software products and will keep you informed about any product updates. If you want to upgrade your system, your dealer can help you select compatible components.

## For Service And Support Look To Your Full-Support Dealer

## ASSISTANCE PROCEDURE

Complete satisfaction with your Apple system is a primary objective of your dealer and Apple. The following procedure is designed to assure that your technical or service questions are resolved promptly. HELP US SERVE YOU by following these steps in order:

- STEP 1.** The first step, as noted earlier, is to take your questions, computer system, or Apple product to your dealer. Our experience shows that most problems are best handled at the local dealership, utilizing the dealer's facilities and expertise. It is the quickest, most effective service support available.
- STEP 2.** If your problem is not resolved successfully by your dealer, an Apple Regional Service Center will respond to your written inquiry. If you need this assistance, write to the attention of the Service Manager at the address indicated for your area. Apple's Regional Service Centers are listed on the back panel of this brochure.

The Regional Service Center will need specific information from you. When you write, include all of the data indicated here:

(A suggestion: Take the time now to fill in the blanks below, so the information will be readily available if you ever need it.)

1. Model of your Apple system \_\_\_\_\_
2. Serial number \_\_\_\_\_
3. System purchase date \_\_\_\_\_
4. AppleCare Agreement number (if applicable) \_\_\_\_\_
5. Your dealer's name and address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. The name of the person you dealt with \_\_\_\_\_
7. Your name and phone number \_\_\_\_\_
8. The nature of the problem \_\_\_\_\_

**STEP 3.** Finally, if you still need the assistance of Apple's Corporate Service Department, address the same information as requested above to:

**Service Manager**

Apple Computer, Inc.  
20525 Mariani Avenue  
Cupertino, CA 95014

**APPLE OWNER, PLEASE** — May we reiterate: In most instances your question will be resolved by your local dealer. Let the dealer solve your problem utilizing local facilities and technical expertise.

Apple sincerely appreciates your selection of an Apple computer. We assure you of our continuing interest in your satisfaction with Apple products.





# AppleCare

## **“Apple’s Carry-In Service Plan”**

### ***“Why Should I Buy AppleCare Service Protection?”***

Because AppleCare means you can go on year after year, using your Apple, with full confidence that any service needed is covered by AppleCare protection.

When you first purchase your Apple, you’re protected by our 90-day warranty. So you don’t pay for parts or labor if a repair is needed; there are no unanticipated service expenses. You can add one full year to this protection with our fixed-cost, carry-in service plan — AppleCare. It combines convenient service with fast turn-around (often “while you wait”).

### **Low Cost Protection and Local Service.**

AppleCare costs less than 1% per month of the typical system price — the lowest priced service package in the industry. And your AppleCare agreement will be honored at all Apple Authorized Service Centers within the country of purchase — added insurance should you relocate. Local service means time saved in getting your Apple back to work.

### **An Apple Special Option — Insure At Any Time.**

You may purchase AppleCare at any time. But for uninterrupted protection, we recommend buying it along with your system. Besides providing you with the most complete coverage, purchase with your system avoids an owner-paid dealer inspection of your system if your 90-day warranty has expired.

### **Long-Term Protection — A Promise From Apple.**

You can renew your AppleCare agreement in one-year increments. Although the price in future years may change, Apple will always endeavor to keep the price, the coverage, and the benefits the most attractive in the industry.

### **Ask the Expert — Your Apple Full-Support Dealer.**

AppleCare is available through your Apple dealer. PROTECT YOUR APPLE — ask for AppleCare.

## **Apple Computer Regional Service Centers**

### **UNITED STATES EASTERN**

**CT, DE, MA, ME, NH, NJ,  
RI, VT, EASTERN PA**  
171 Locke Drive  
Marlborough, MA 01752

**AL, DC, FL, GA, MD, MS, NC,  
SC, TN, VA**  
P.O. Box 241028  
8227 Arrowridge Blvd.  
Charlotte, NC 28224

### **CENTRAL**

**IN, KY, MI, MN, ND, OH,  
SD, WI, WV, NORTHERN  
IL, WESTERN PA**  
5655 Meadow Brook  
Industrial Court  
Rolling Meadows, IL 60008

**AR, IA, KS, LA, MO, OK, SOUTHERN IL,  
EASTERN NE, EASTERN TX**  
1050 Venture Court  
Carrollton, TX 75006

### **WESTERN**

**AK, AZ, CO, ID, MT, NM, OR,  
UT, WA, NORTHERN CA,  
WESTERN NE, NORTHERN  
NV, WESTERN TX**  
1335 Bordeaux Drive  
Sunnyvale, CA 94086

**SOUTHERN CA, SOUTHERN NV, HI**  
17275 Derian Avenue  
Irvine, CA 92713

### **CANADA**

Apple Computer Canada, Inc.  
875 Don Mills Road  
Don Mills, Ontario  
Canada M3C1V9

### **INTERCONTINENTAL EXCEPT EUROPE**

Apple Computer, Inc.  
232 Java Drive  
Sunnyvale, CA 94086



20525 Mariani Avenue  
Cupertino, California 95014  
(408) 996-1010  
TLX 171-576